



# HCA chooses Karlson to deliver savings, efficiency, innovation and service

 **see more**

In the summer of 2010 HCA engaged a third party consultancy, Prestige Purchasing, to oversee a strategic sourcing exercise across their managed print spend, the exercise had four core objectives:

Firstly, to calculate the optimum number of printing devices required across the group; secondly to replace the existing fleet with new, more cost effective and feature rich machines; thirdly to introduce more transparency around HCA's total cost of ownership and finally to create the environment for a more responsible approach to in-house printing amongst the staff.

 **share more**

The sourcing exercise was very challenging and by the end of the process Karlson's proposed solution was considered the most innovative, delivered maximum value for money and matched HCA's need for much more proactive service management. Karlson's solution provided HCA with a single cost per page agreement and this included the provision of all hardware, software and service to meet their business requirements.

**"The strategic sourcing exercise was designed to deliver the maximum possible savings to HCA. Karlson's commercial proposal provided us with the best all round value and we were very pleased with the way they implemented the transition programme."**

**Director of Purchasing and Materials Management**



## secure more

HCA have access to the personal data of thousands of patients and it needs to be protected. Karlson improved their print security processes with 'FollowME' software - allowing users to release their print job from any enabled output device, by using a password. Print jobs are held securely until the user is ready to release them. This helps to protect the data and allows users to have a flexible and easy printing environment.

**"We are delighted to be working with HCA. Our success can be directly attributed to the initial investment we made in getting to know the organisation, understanding their operating context and developing a flexible and transparent print strategy. Working with the HCA has also helped us to refine our discovery process for the medical sector, and we look forward to a long-term partnership based on continuous improvement and cost reduction."**

**Stephen Todd,**  
Director at Karlson

## save more

HCA were also able to realise environmental benefits through the consolidation of the overall number of devices. They now had newer, more energy-efficient technology, and they also introduced duplexing. Billing was centralised on a 'cost-per-impact' basis, which totally simplified device acquisition, consumable supply and service. And the entire fleet was upgraded delivering improved quality, speed and finishing capability. Accurate and automated meter reading also meant that HCA's real usage could be monitored and managed.

The fleet replacement took ten months to roll out and service benefits were realised immediately. Regular 'in-contract' account and service reviews are in place to identify further opportunities for cost reduction and paper efficiencies, because when a business like HCA prints less, it can do more.